## CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: CDA124			
Classification Specification: <u>ADMINISTRATIVE ASSISTANT 3</u>			
Salary Range: NR32 - Management Benefit Level C			
Position Description: Administrative Assistant 3			
Incumbent:			
Location: Community Development - Administration			

#### **GENERAL PURPOSE:**

Under the direction of the Community Development Director, perform a wide variety of complex, clerical, technical, confidential, and responsible department-wide support duties; supervise the administrative staff; plan, organize, and coordinate daily office operations and workflow including performance evaluations for all administrative staff; and coordinate and complete department-wide projects not requiring the immediate attention of the Director.

Work is characterized by a high degree of difficult, complex, specialized and confidential administrative duties. The position requires the ability to make decisions and take responsibility for such decisions. Duties include, but are not limited to, serving as the administrative assistant to the Community Development Director; coordinating and assisting in the development of the annual budget; monitoring and analyzing revenue and expenditures throughout the budget year for general fund and project accounts; preparing and maintaining accounts payable and receivable functions for the department; scheduling, assigning, supervising, and/or monitoring work production of assigned staff; conducting performance evaluations; investigating complaints; and coordinating/scheduling employee leave time for assigned staff. In addition, the incumbent ensures that permit departmental and outside agency routings and public notifications occur within existing City policies, procedures, ordinances, and applicable state and federal laws.

Work is performed under limited supervision. The supervisor sets the overall objectives and resources available. The incumbent and the supervisor work together to develop the deadlines, projects, and work to be completed. The incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. The incumbent keeps the supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, and effectiveness of results.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as administrative assistant to the Community Development Director relieving the Director of administrative, clerical, and technical details; responsible for providing

department-wide administrative support; act as liaison between Director, the general public, management, employees, and other City departments.

Perform supervisory responsibilities in accordance with the City's policies, procedures, and applicable laws. Responsibilities include, but are not limited to, recruiting, screening, coordinating testing, interviewing, and hiring administrative employees; training the administrative support staff; establishing and ensuring the quality, format, and timelines of administrative documents and permit processing; conducting and completing performance evaluations; authorizing leave and hours worked; planning, assigning, directing, and evaluating work in progress and work to be completed; recommending disciplinary action, promotions, and terminations of administrative support staff employees as necessary; providing work direction and guidance; changing work procedures for quality control and efficiency; planning, assigning, organizing, evaluating, and directing the programs, operations, and personnel of the administrative support staff of the department; addressing complaints; resolving miscellaneous personnel issues; and conducting administrative staff meetings as necessary.

Coordinate, monitor, and assist in the development of the department budget in accordance with established parameters; perform cost analysis, trend analysis, and projections; prepare expenditure and revenue narratives; compose justifications, budget analysis, summaries, capital improvement programs, salary and benefit figures, account balances, and related budget documents; conduct independent research and analysis; reconcile project accounts; evaluate information and recommend alternative courses of action including proposing budget cuts as requested; and project demands for services.

Serve as a representative to the Community Development Department's management team; assist in developing department's goals and objectives; provide input for department policies and procedures; perform updates to any department policy and procedures manual; prepare and update the department's emergency response procedures manual; develop administrative support staff work program; and represent the department on various citywide committees.

Prepare a variety of statistical, financial, and administrative reports; research, compile, analyze, and prepare information and statistical and financial data for inclusion into special and periodic reports, documents, proposals, and correspondence related to department operations including documents of confidential nature; coordinate with the City Clerk the City Council agenda packets, memorandums, public notices, ordinances, staff reports, maps, and meeting minutes; review and proof documents; coordinate with the Law Department on legal issues relating to city council, ordinances, resolutions, and the zoning code.

Attend meetings, seminars, conferences and training as appropriate; develop and train staff on computer applications; maintain a current understanding of City and department functions and programs and train employees; represent the department as required; provide information to the director on departmental and interdepartmental issues; and provide informational bulletins for department personnel.

Coordinate communications; establish and maintain cooperative and effective working relationships with other departments as required; provide information to the director, employees, administrators, other City departments, government and outside agencies,

and the public as necessary; interpret and explain City laws and guidelines, department policies, programs, rules, requirements, and procedures; and resolve problems as necessary.

Coordinate, plan, supervise, and organize annexation census when a new area is annexed to the City; develop cost analysis in either hiring personnel to do the census or hiring a consultant to perform the census according to the laws, regulations, and procedures required by the Office of Financial Management in Olympia.

Plan, coordinate, organize, and implement department-wide special projects as assigned such as creating new work space areas; identifying the needs and requirements for each workstation and work space; oversee, plan, coordinate, and purchase the department general equipment, computer equipment, software, telephones, supplies, and services from in-house as well as from outside vendors involving contact with sales representatives and vendors; maintain office supply inventory and track expenditures; research and analyze supplies, equipment, department services, and personnel needed for special projects in the department.

Promote a positive city image and good customer relations both in person and over the telephone on a professional level.

Act as the department's Records Manager, in charge of all records; supervise and direct the scanning of documents into the Acorde document management system; carry out rules and regulations of the State's retention schedule including approving the destruction of records; and oversee and delegate employees to complete a public records request in a timely manner.

Oversee the preparation of payroll, purchase orders, invoices, vouchers, bills, refunds, budget changes, and related documents; verify accuracy and compliance with contract language; process for payment as appropriate; review and signoff journal entries; and prepare purchase orders, procurement cards, and financial data for the director's approval by posting and entering directly into the general ledger.

Maintain and prepare employee personnel and payroll records; maintain all financial records for the department; and train new employees on such procedures.

Oversee and distribute the updates to the Kent City Code and Kent Zoning Code as new ordinances are passed through the City Council.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

### PERIPHERAL DUTIES:

Perform related duties as assigned.

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## KNOWLEDGE, SKILLS, AND ABILITIES:

#### KNOWLEDGE OF:

- Applicable state laws, City of Kent codes, ordinances, and City and department policies and procedures
- Municipal organization, operations, policies, and objectives
- Principles and practices of administration, supervision, and training
- Principles and practices of governmental budgeting, accounting, and purchasing procedures and practices including preparation, monitoring, transfers, and reporting
- Generally Accepted Accounting Principles (GAAP)
- Government Accounting Standard Board Statement (GASB)
- Budgeting, Accounting, and Reporting System (BARS)
- Computerized budgeting and accounting systems
- Principles, policies, and procedures of Community Development administration
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Recordkeeping techniques
- Modern office practices, procedures, and equipment
- Proper telephone techniques and etiquette
- Effective interpersonal skills using tact, patience, and courtesy
- Research and analytical methods, practices, and procedures

## SKILLED IN:

- Application of principles and practices of administration, supervision, and training
- Performing research and analysis
- Operation of the tools and equipment listed below
- Following oral and written directions
- Effectively using correct English grammar, spelling, punctuation, and vocabulary
- Effectively using interpersonal skills in a tactful, patient, and courteous manner
- Effectively using telephone etiquette and techniques to properly assist in a diverse assortment of inquires and people
- Effectively using modern office practices, procedures, and equipment including, but not limited to, personal computer and related software such as word processing software

#### **ABILITY TO:**

- Perform difficult and complex administrative tasks to relieve the director of administrative details, which may require independent judgment
- Train, supervise, discipline, and evaluate assigned personnel
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public
- Assemble, prepare, monitor, and maintain department budget and accounting as required
- Effectively present information and respond to questions from City Council, top management, groups of managers, clients, customers, the general public, and/or public groups
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs

- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; analyze situations accurately and adopt an effective course of action
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Interpret, apply, and explain laws, rules, regulations, contracts, policies, and procedures
- Compose effective oral and written communication
- Establish and maintain effective and cooperative working relationships with others
- Analyze situations accurately and adopt an effective course of action
- Work confidentially with discretion
- Work independently with minimum supervision
- Plan and organize work in order to meet schedules and timelines
- Maintain records
- Promote a positive city image and good customer relations
- Operate a variety of office machines such as computer workstation, personal computer, calculator, telephone, and transcription equipment

## **EDUCATION AND EXPERIENCE:**

Education: Bachelor's degree in business administration, public administration, or

related field; and

Experience: Three (3) years of increasingly responsible administrative support experience in a

public setting including one (1) year of supervisory experience.

Or: In place of the above requirement, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities

listed above.

## LICENCES AND OTHER REQUIREMENTS:

- Washington State Driver's License, or the ability to obtain within thirty (30) days of employment
- Notary Public License

# MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machine, calculator, scanner, projector, and Dictaphone.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use arms, hands, and fingers to reach, handle, feel, or operate objects, materials, tools, equipment, or controls; frequently required to sit, stand, walk, hear, and talk normally with or without mechanical assistance; occasionally required to lift in excess of 10 pounds. Specific vision

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abilities required by this job include close, distance, color, and peripheral vision, depth perception; and the ability to adjust focus.

### WORKING CONDITIONS:

The incumbent is required to work primarily in an office setting. The incumbent may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderately quiet.

SIGNATURES:			
Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director/Designee	Date

\*\*Note: This document will be reviewed and updated annually at the time of the

employee's performance appraisal; when this position becomes vacant; or, if the

duties of this position are changed significantly.

Revised: 05/21/03; 8/6/08